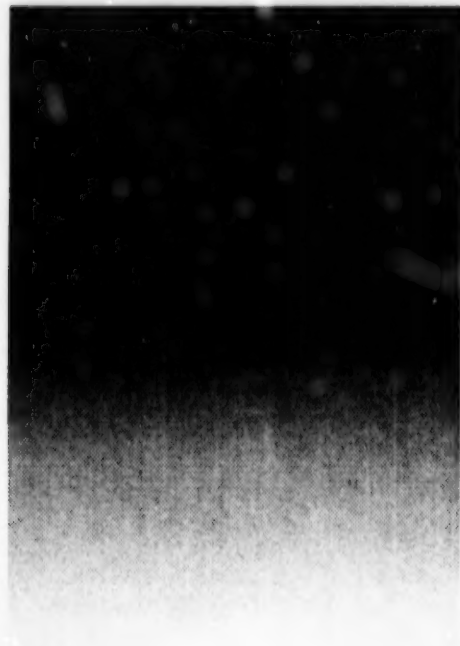




**MINISTRY OF  
TRANSPORTATION  
AND HIGHWAYS**

**OFFICE OF THE  
SUPERINTENDENT  
OF MOTOR VEHICLES**

**OPERATIONAL PLAN  
98/99 – 99/2000**



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<b>OSMV Business Goal #1:.</b>		To operate all programs within acceptable parameters of quality, fairness and sound management practices					
<b>Operational Objective #1:</b>		Ensuring effective and efficient management of OSMV Program/Services including: Administration, ADP, VI, Appeals of ICBC Decisions, Show Cause Hearings and Driver Fitness.					
<b>Operational Objective #2:</b>		Achieve improved client service and delivery efficiency within acceptable and approved resource levels.					
<b>Operational Objective #3:</b>		Ensure effective financial management of OSMV operations. OSMV financial status will be clear and open.					
Program Services	Strategies/ Activities	Outputs	Outcomes	Performance Indicators for Outcomes	Baseline Data for Performance Indicators	Targets	
						1999	2000
Driver Fitness Program	Review and document business processes and operational policies	Standardized manuals and operational policy documents	Safe, fit and capable drivers	Cycle Times	Under Development for 1999/2000	X	
ADP			More effective organization	Number of decisions over- turned on judicial review	Under Development for 1999/2000	X	
VI	Sustain service levels in context of extensive organiza- tional change	Sound decisions made	Sound decisions made with approved time frames	Level of client satisfaction with processing and cycle times	Under Development for 1999/2000		X
Hearings & Appeals							
Driver Improvement	Measure and evaluate program activities	Internal and external communi- cations strategy developed					
Finance	Develop strategies to enhance the organization						
	Develop communi- cations and information management systems and strategies						

# 1998/99 and 1999/2000 OSMV Operational Plan

<b>OSMV Business Goal #2:</b>		Ensure that BC drivers have the fitness and ability to operate a motor vehicle safely						
<b>Operational Objective #4:</b>		Review, communicate and apply driver fitness and driver improvement standards, in collaboration with OSMV partners¹						
<b>Program Services</b>	<b>Strategies/ Activities</b>	<b>Outputs</b>	<b>Outcomes</b>	<b>Performance Indicators for Outcomes</b>	<b>Baseline Data for Performance Indicators</b>	<b>Targets</b> 1999      2000		
Driver Fitness Program	Review driver fitness standards	Update Driver Fitness Standards Manual	Drivers meet standards	Number of health professionals that are aware of (and carry out reporting obligations re) driver fitness standards (survey).	Under Development for 1999/2000		X	
		Consult with partners	Improved ability to define and measure driver functionality	This refers to physicians, optometrists and psychologists				
		Appropriate guidelines (approved)	Contribute to road safety Identify and intervene with high risk and medically unfit drivers					
		Updated procedure (at points of service)	Consistent application of standards					
Driver Improvement Program	Reform driver improvement program	Option paper for reforming the driver improvement program	Fit and able drivers	Number of OSMV decisions that are consistent with standards (external audit)	Under Development for 1999/2000		X	
		Consultation with partners and recommendations for reform						
					Number of OSMV interventions per accident by type	Under Development for 1999/2000	X	
					Number of accidents attributable to the lack of fitness or ability (police and coroner reports)	Under Development for 1999/2000	X	
				Number of OSMV interventions per accident	Under Development for 1999/2000	X		

<sup>1</sup> OSMV is committed to ensuring that our partners are active participants in decision-making processes. Key partners include (but are not limited to) ICBC, MCF, B.C.M.A., A.G. and other branches of MoTH.

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<b>OSMV Business Goal #3:</b>		Work effectively as a partner in the traffic safety environment.						
<b>Operational Objective #5:</b>		OSMV will contribute to ministry and government priorities by partnering in the development and implementation of Remedial/Dangerous Driver Intervention Program/Services.						
Program Services	Strategies/ Activities	Outputs	Outcomes	Performance Indicators for Outcomes.	Baseline Data for Performance Indicators	Targets		
				Ratios of:		1999	2000	
Remedial Programs	Develop Cabinet Submission for the provision of Impaired Driver Remedial Programs	Cabinet Approved Submission	Impaired Driver Remedial Programs are implemented (Safer Drivers)	Number of infractions (24 hour suspen- sions/charges, ADPs, Criminal Codes)	Under Development for 1999/2000		X	
		Consultation - Stakeholder Buy-in	Partners effectively implement programs	Number of first time offenders (24 hour, ADP, Criminal Codes)	Under Development for 1999/2000		X	
	Develop Program Model and Implementation Strategy	Program model		Number of repeat offenders (24 hour, ADP, Criminal Codes)	Under Development for 1999/2000		X	
				Number of deaths related to alcohol/ Substance Abuse crashes (at case level or survey)	Under Development for 1999/2000		X	
				Number of accidents related to alcohol/ Substance Abuse (at case level or survey)	Under Development for 1999/2000		X	
				Aggregate costs of claims due to crashes related to impaired/SA drivers	Under Development for 1999/2000		X	
				Number of drivers referred to programs	Under Development for 1999/2000		X	

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<b>OSMV Business Goal #4:</b>		In cooperation with partners, enhance the profile, awareness and understanding of the roles and responsibilities of the OSMV in road safety.					
<b>Operational Objective #6:</b>		Develop and implement internal and external communication strategies.					
Program Services	Strategies/ Activities	Outputs	Outcomes	Performance Indicators for Outcomes	Baseline Data for Performance Indicators	Targets	
						1999	2000
All	Develop draft Plans	Approved communication plan	Increased awareness and understanding of the purpose, roles and responsibilities of OSMV	Level of public awareness (survey)	Under Development for 1999/2000		X
	Identify stakeholders	Stakeholder buy-in		Level of customer satisfaction with (survey) decisions	Under Development for 1999/2000		X
	Consultations	OSMV Guide	Improved customer acceptance	Improved service	Under Development for 1999/2000		X
	Review existing communications tools			Accurate information provided	Under Development for 1999/2000	X	
	Identify opportunities within Partner's communications	Communication tools		Number of calls (volume) web site hits and number of appropriate and inappropriate calls	Under Development for 1999/2000	X	
	Create web page	Web page					
	Create call centre	Call centre					
	Clarify contacts/ listings						

<b>OSMV Business Goal #5:</b>		Stabilize and integrate working unit into the context of the Ministry of Transportation and Highways.					
<b>Operational Objective #7:</b>		Staff morale and buy-in will be sustained while necessary change is implemented.					
<b>Operational Objective #8:</b>		Sustain and enhance the effectiveness of working relationships with partner organizations/systems within MoTH in order to achieve organizational and government objectives.					
Program Services	Strategies/ Activities	Outputs	Outcomes	Performance Indicators for Outcomes	Baseline Data for Performance Indicators	Targets	
						1999	2000
All	Proactive communication with staff within context of significant organizational change	Staff meetings	Normalized workloads	Staff Satisfaction Survey	Under Development for 1999/2000	X	
		Staff involvement in planning change management	Sustained staff morale and buy-in		Under Development for 1999/2000	X	
	Continue and monitor established liaison with MoTH committees/ groups	Staff training	Harmonious relations with MoTH Branches	Verification of project plans with relevant stakeholders.	Under Development for 1999/2000	X	
		Performance agreements	Fully engaged and informed staff and Executive		Under Development for 1999/2000	X	
		Mechanisms for resolving and preventing staff conflicts and issues	Consensus with other MoTH branches as required to implement organizational change.				
		Position papers					
		System strategies					